

Purpose

This SOP is intended to outline when and how to reopen a claim that was previously marked closed/inactive.

Teams Impacted

- Small Claims
- General Claims
- Technical Claims
- Customer Service
- Claims Management
- Customer Service Management

Procedure

- Before reopening a claim start by confirming that the criteria resulting in the initial close of the claim has been met.
 - Requested information received from customer or repair facility
 - Customer has changed their mind and would like to proceed with claim, after previously advising otherwise.
- This can be confirmed in the claim notes by looking for the **Inactive/Close Request** notes that were previously entered.
- This note will outline the reason behind the initial closing of the claim. In the example below we can see the claim was closed due to a failure to provide documentation that likely supported a pre-x failure.

Category	Notes	CreatedBy	Created Date/Time
Claim	INACTIVE/CLOSE REQUEST Marking inactive due to lack of cooperation from CS/RF Claim needs record of service from 11/1/2022 @ Brakes Plus as this supports pre-x failure Initial request made to CS and RF on 11/15/22, again on 11/18/22, 11/23/2022, and 11/30/2022. Contact made via call/VM and email communication.	Jason Dolan	12/02/2022 11:29 AM

- Once the reason for closure has been identified you will next need to confirm that we did in fact receive the documentation needed. This can be done by checking the documents found in the related tab of the claim.

Documents (6+)			
Name	Document Type	Report Type	Created By
D-M.SRB.16.P30.0000.RS.AAS.ABI.00.v01.M2...			Philip Alberto
VIN Audit Report	VinAudit	Report	Philip Alberto
SHOP ESTIMATE AND PHOTO OF VEH.pdf	Shop Estimate	File	Imani Fulmer
photos.docx	Records	File	Cerissa Hinson
# 2089286.pdf	Records	File	Porsha Hawkins
Service record 2089286 (2).jpeg	Records	File	Kristine Henson

5. If the document is there, create a Reopen Request note within the claim. Ensure it contains the following.
 - a. REOPEN REQUEST
 - b. Confirmation that requested information has been received
 - c. Date information was received on.


Claim	<div>REOPEN REQUEST Confirmed requested record from 11/1/22 was received Record Received on 12/2/22</div>	Jason Dolan	12/02/2022 01:03 PM
-------	---	-------------	---------------------

6. Once your Reopen Request note has been completed, create a Reopen Request task a Team Lead for review.

New Task: Task

Task Information

Name

 Search Contacts...


*Subject

Other

*Task Type

General

Assigned To

 Jason Dolan X

*Task Reason

Follow Up

1 Total Task


Due Date

12/2/2022

Other Reason Details

Reopen Request

Related To

 2112140 X

Activity Capture Type

--None--

Additional Information

Save & New

Cancel

Save

AAS SOP Title: Reopening a Claim
Created Date: 12/2/2022

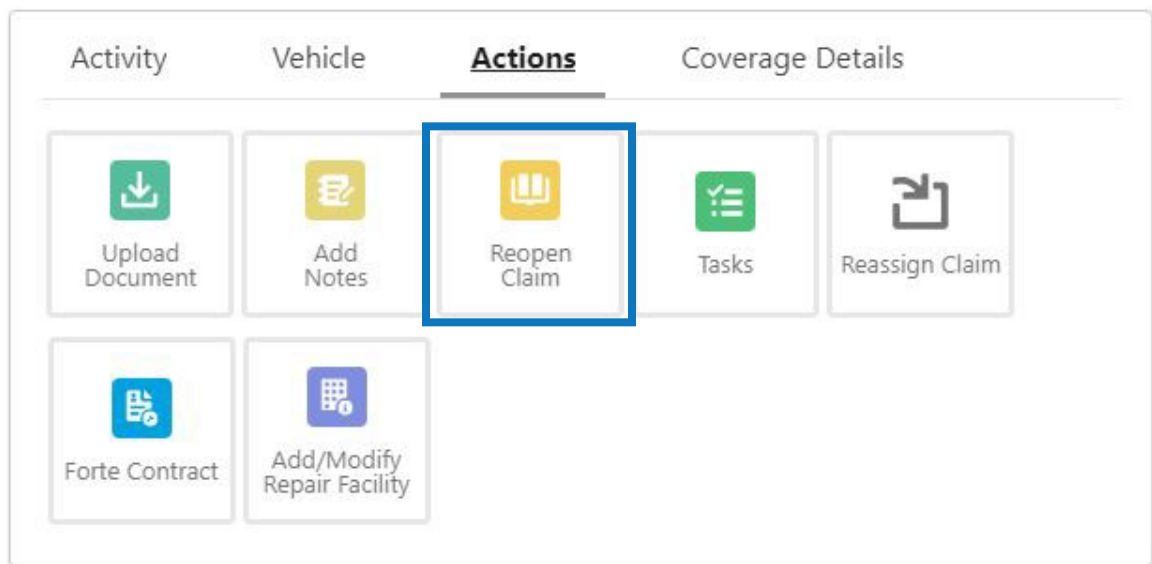
Dept: Claims

Approved Date: 12/2/2022
Latest Revision Date: [Date]

7. Team Leads will then review the request and confirm the **correct** information has been received.
8. At that time Team Leads will then document their review using a claim note with the Reopen Review header and contain the following.
 - a. REOPEN REVIEW
 - b. Final Confirmation that the correct information has been obtained
 - c. Date information was received on

Claim	<div>REOPEN REVIEW Confirmed via claim docs that requested record from 11/1/22 has been recieved Recieved on 12/2/22</div>	Jason Dolan	12/02/2022 01:09 PM
-------	--	-------------	---------------------

9. The claim can now be reopened by selecting the [Reopen Claim] action button.



10. The claim will now reflect Re-Opened status in the claim details.

Information	
Claim Number 2112140	Owner Name Johnnie Martinez
Account RODNEY WILSON	Paid \$0.00
Contact mike jones	Policy Number MRF4146665
Claim Type General	Contract Sequence
Status Re-Opened	Insured Asset IPA-01626906
Processing Status Repair	Repair Facility 19090 PEP BOYS
Claim Paid Status Pending	Repair Facility Contact mike jones
Call In Date 12/2/2022	Repair Order Number 1258476
Call in Time 7:47:25 AM	Coverage Groups
Current Miles/KM	Vendor Total

11. Finalize the process by tasking to assigned adjuster advising of claim status change.

Name Search Contacts...	
* Subject Other	* Task Type General
Assigned To Jason Dolan	* Task Reason Follow Up
1 Total Task	Other Reason Details Claim reopened and docs <u>recieved</u> posted to claims documents
Due Date 12/2/2022	Activity Capture Type --None--
Related To 2112140	
Additional Information	
* Priority High	
* Status	
Save & New	Cancel
Save	

Approval & Revision

Date Created 12/2/22	Created By Johnnie Martinez	Date Approved 12/2/2022	Approved By Jason Dolan	
Date Revised [Date]	Revised by [Revisor Name]	Revision Description [Enter what has changed from the previous version]	Date Approved [Date]	Approved By [Approver's Name]
Date Revised [Date]	Revised by [Revisor Name]	Revision Description [Enter what has changed from the previous version]	Date Approved [Date]	Approved By [Approver's Name]
Date Revised [Date]	Revised by [Revisor Name]	Revision Description [Enter what has changed from the previous version]	Date Approved [Date]	Approved By [Approver's Name]
Date Revised [Date]	Revised by [Revisor Name]	Revision Description [Enter what has changed from the previous version]	Date Approved [Date]	Approved By [Approver's Name]